

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Everyone is excited about the expanded recycling program that includes additional plastic containers, tubs, lids, buckets, pails and flower pots! County Executive Leggett and Council Member Floreen show and describe the added plastic items that residents can now recycle at a press conference held July 1, 2008 at Montgomery County's Recycling Center.

MONTHLY REPORT

JULY 2008



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2009 began July 1, 2008.)

FACILITY	Jul FY09	FY09 Total	Jul FY08	Jul FY 07
Materials Recovery Facility ⁽¹⁾	7,036 tons	7,036 tons	7,866 tons	8,464 tons
Brunswick Landfill Facility ⁽²⁾	20,331 tons	20,331 tons	27,616 tons	24,242 tons
Resource Recovery Facility ⁽³⁾	48,924 tons	48,924 tons	54,131 tons	58,255 tons
Yard Trim Compost Facility	3,540 tons	3,540 tons	2,212 tons	3,547 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During July, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in July;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for July 2008 totaling \$1,465,164.49 (a decrease of \$53,468.95 below July 2007);
- Updated the Aging Report (30-day arrearage was \$20,000.24 as of August 11, 2008);
- Reconciled July 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Began processing and entering data from the six-month hauler/collector tonnage report forms for the period January 1 through June 30, 2008;
- Began preparing and compiling data for the FY08 county-wide materials flow analysis;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Processed accruals and year-end payments for FY08; and
- Processed FY08 year-end financial transactions.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, September 9, 2008, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – The next SWAC meeting is scheduled for Saturday, September 6.

COLLECTIONS

News:

- Blue bin requests increased 100 percent in July in response to the distribution of literature concerning the change in the plastics program.
- The Call Center received 1,078 more calls in July 2008 than in July 2007.

Resident Missed Collection Complaints:

July 2008	174
July 2007	146
Difference	+28

Call Center:

Calls received	7,506
E-mails received	2,335
Voicemails received	180
Bulk trash requests	2,262
Scrap metal requests	2,487
Blue bin requests	1,753
Blue cart requests	510

Public Outreach:

- **Website Survey:**

For the month of July, 79 residents responded to our website survey. The following percentages detail resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	60%	37%	3%	0%	0%
County Staff	62%	36%	2%	0%	0%
Recycling Crews	53%	42%	5%	0%	0%

- **Comments from Website Surveys:**

"I received very prompt and considerate attention to my requests. Thank you very much."

"So far so good, they provide better services than the trash collectors, except it takes too long to deliver my recycle cart (small 3 foot one). I have been waiting for it for over 6 weeks and now I have to wait for another 4-6 weeks. I hope that you can expedite this process. Thanks for your considerations."

"I am extremely pleased with absolutely everything having to do with my trash/recycling. Keep up the great work!"

"The guys that pick up in my area are very nice and clean."

"The pick up crews aren't always careful to dump all of the recycling into the truck. As a result, some of it ends up left on the street and must be cleaned up after they leave. Other than that, I am very proud of the intensity with which my county recycles its trash."

"I have lived in many counties in the USA, and found the one bin fits all the best. Is there any chance you will go to only one bin for all recycling?"

"The service is efficient, and clearly lets residents know what can be recycled and what can't. The recent expansion of plastics recycling is particularly welcome."

"I just ordered a new blue bin because of the increase in items you are now able to recycle. I am pleased that I can order the bin online, and if I actually receive it next week as promised, I'll be even more impressed. I also have a composting bin courtesy of the county, and I use it daily. I have also told my friends about the composting bins and they are using them also. Great programs...thank you!!!"

"The staff is always very helpful and very polite. They are helpful and do their jobs well."

"Thank you for this program that helps us protect our earth."

"I wish more people would do their part. So many people in my neighborhood don't recycle. To bad they couldn't be fined."

"I was thrilled to receive my free stickers and magnets in just two days. Thanks for the prompt service."

"You responded to my request very quickly. Thank You!"

"I am surprised I found the huge information resources you have on your website only by chance. Please occasional prompt residents to check your "rich" website. Many thanks for a great job."

Enforcement Actions:

There were no notice of violations or citations issued this month.

Web Site:

Solid Waste Services Website, July 2008

Unique Visitors	50,609
Page Loads	172,653

Of all the visits to our website, 1,338 were from links in our email newsletters.

Email List Memberships

Topic	Members
Holiday Reminder	13,152
HHW Announcements	2,928
Newsletter Helper	1,371
Facility Updates	792
Electronics Recycling	96
Total Subscriptions	18,319

Live Chats

Live	40
Missed	29

Most Popular Web Pages

1. How to recycle/dispose of...
2. Plastics
3. Transfer Station
4. Bulk Trash
5. Recycling Center
6. Curbside Recycling
7. Latex Paint
8. Household Hazardous Waste
9. Scrap Metal
10. Holidays

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in July 2008 (tons)
Computers	93 tons
TVs	55 tons
Propane Tanks	4 tons
Textiles	12 tons
Construction Materials (Don't Dump – Donate)	9 tons
Vehicle Batteries	18 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 7,276 patrons and solidified 55 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 10 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” restored and shipped 1 ton of bikes in July to countries worldwide.

Paint Recycling – The HHW Program gave away 425 gallons to 20 walk-up customers, and gave 20 cubic yards of paint to Honduras.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station now has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production. One ton of SVO was shipped out for recycling in July.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions –The CEMS reported a higher than permitted stack gas concentration for Unit 3 for the 24-hr block averaging period (68 ppm versus 50 ppm). This was later found to be the result of shutting that unit down shortly after midnight. Thus, the concentration was reported but exempt from regulation.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled six times averaging 43.6 percent

by volume. Those samples were taken twice each on July 15 at both the blower inlet and flare inlet, and also once each on July 18 at both blower inlet and flare inlet. The two July 15 measurements were taken at least three hours apart. Gas flow rates were measured at the flare inlet at the same times that methane concentrations were sampled there. The three flow measurements averaged 1,092 scfm.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – The Division fully implemented its expanded plastics recycling program on July 1, 2008 with a media event including County Executive Isiah Leggett and County Council member Nancy Floreen at the Recycling Center. A multi-media educational campaign is underway to provide residents with information regarding the expanded curbside recycling program. A series of radio, print and cable television advertisements are running and staff is actively participating in a number of community events to raise awareness and answer questions regarding the program. DSWs staff worked closely with the Tiger Woods Foundation to ensure that the AT&T National golf tournament (July 2 through 5) had a recycling program in place for players, employees, and spectators. Staff assessed the tournaments' preparations and layout and provided specific and targeted recommendations. In addition, staff provided assistance with labeling the recycling and trash receptacles and completed a thorough review of the placement of all containers, as well as conducted twice daily trainings in English and Spanish for on-site workers responsible for emptying the containers. Staff met with the Executive Director of Rockville Economic Development, Inc. to discuss the County's regulations that require multi-family properties and businesses to recycle. Staff responded to questions to assist in explaining these requirements to Rockville apartments, condominiums, and businesses since the City of Rockville is preparing to adopt an ordinance requiring these entities to recycle in accordance with County law. Staff is also preparing to take on the responsibility of fully administering the program offerings and initiatives to all City of Rockville multi-family properties and businesses. Preparations are underway for two major upcoming events: the 60th Annual Montgomery County Agricultural Fair and Comcast Film Festival. The fair runs from August 8 through 16 and the Film Festival is from August 15 through 24. The Division will have exhibits at both events to provide residents with information on recycling, waste reduction, and buying recycled products, as well as composting and grasscycling information and more.

On-Site Composting and Waste Reduction Activities – In July, a total of 185 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff will be giving a presentation on composting at Brookside Gardens on September 23 as part of their Adult Workshop program. A second composting demonstration at Brookside Gardens will be held on February 10, 2009.

Recycling Investigations Unit – Since the unit was established, 14,171 site visits and 2,261 formal investigations have been conducted. In July, 75 NOV's were issued for infringements against the recycling regulations and Chapter 48. Eleven (11) citations were issued to businesses and multi-family properties for a variety of infractions, including

failure to recycle required materials and failure to provide containers for required recyclable materials.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 842 on-site visits of businesses in July and participated in 3 educational events reaching 90 people. Staff resolved 5 complaints, delivered 1,009 desk-side recycling bins to small businesses, and responded to 127 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. Staff continues to conduct field verifications of annual recycling reports and expects to complete the verification process by the end of the summer. Fiscal year 2009 task orders for projects to improve recycling programs for businesses were developed and were issued and are currently being reviewed.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 356 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in 4 multi-family resident education events that reached 68 people. Staff also resolved 5 resident complaints, responded to 57 requests for information, many of which were associated with the newly expanded plastics recycling program, and distributed 1,660 multi-family recycling bins. Staff concluded field verification of the 560 Multi-Family Annual Recycling and Waste Reduction Reports that were submitted by multi-family properties for calendar year (CY) 2007. Task orders for fiscal year 2009 projects to improve multi-family recycling participation were issued and proposals are currently under review.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. An informational mixed paper mailer was mailed to 150,000 single-family households in early July to provide a reminder of what types of paper are acceptable for recycling.

Volunteer Activities – Six volunteers provided over 25 hours of their time to support recycling activities in July. Five volunteer recycling block captains contributed over 24 hours of their time disseminating information about the expanded plastics recycling program to 982 of their neighbors in Bethesda, Silver Spring, Potomac, and Germantown. In addition, volunteers provided a grasscycling demonstration to two residents in Rockville. The Recycling Volunteer Program recruited 27 new volunteers and 16 prospect volunteers in July. The summer issue of the Recycleletter was distributed to 250 volunteers and 1,000 copies were distributed to libraries. On July 24, twenty-four new volunteers participated in an orientation session to provide new volunteers with pertinent information and training in preparation for the Montgomery County Agricultural Fair.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring and Bethesda to ensure that all participants are recycling properly. A new participant has been added to the Silver

Spring Cooperative Collection Project. A new business, XCulture TV, has replaced Innovative Business Interiors who moved to another location at the end of 2007. With the addition of this new business to the project, the overall collection costs for the other four participating businesses are expected to decrease.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 48,924 tons, or 1,578 tons per day. Trash deliveries averaged 11,911 tons per week. On July 2, units # 2 and 3 were removed from service due to low inventory and receipt of MSW. The units were returned to service on July 8. Performance testing on residue quality began on July 26 and continued through the remainder of the month.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

There were 13 AQA (Air Quality Action) days forecasted during the month for which load was reduced on ten of those days.

The following environmental activities occurred:

- Submitted the June 2008 Water Supply Monthly Operating Report to MDE.
- Submitted the 2nd quarter 2008 Operations and Emissions Report to MDE.
- Submitted the EPA Semiannual Report required by 40 CFR 60 Subpart Cb to EPA Region III and MDE.
- Submitted the 2nd quarter 2008 Water supply Monthly operation Report to MDE.
- Steve Lang from MDE's Air and Radiation Management Administration performed a Title V compliance inspection on July 30. The inspection indicated full compliance with the facility's permit.
- Began ash characterization sampling on July 28 which will continue into August.

Materials Recovery Facility (MRF) – Approximately 1,867 tons of commingled material were shipped and approximately 5,169 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in July 2008. The County Executive's press conference on expanded plastics recycling programs was hosted at the Recycling Center on July 1. The Manufacturer's proposal for an additional storage and conveyance system for the newly-added recyclable plastic material was reviewed. The bid specifications for acquiring a new forklift were finalized. The MES staff completed a fire extinguisher training class. Reports were consolidated of all environmental health studies and results conducted at the Recycling Center into one source and employees were notified of its availability for review.

Oaks Landfill – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) is progressing with the design and permitting of the Landfill Gas-to-Energy project. MDE

provided the final determination to issue the Air Quality Permit to Construct on July 28. The project is still awaiting comments from the Maryland-National Capital Park and Planning Commission. The County is currently reviewing the 90 percent design drawings.

The demolition contract for the former landfill gas ground stack flare and leachate evaporation system facilities is complete.

Gude Landfill – On behalf of NMWDA and DSWs, SCS Engineers, Inc. (SCS) is progressing with the design and permitting of the Landfill Gas-to-Energy project. MDE provided the final determination to issue the Air Quality Permit to Construct on July 28. The project is still awaiting comments from the Maryland-National Capital Park and Planning Commission. The County is currently reviewing the 90 percent design drawings.

SCS Engineers submitted the 90% design drawings to the County for the Yard Trim Processing Facility – Phase 1 – Site/Civil Design, which are under review. DPS is still reviewing a revised rough grading plan and erosion and sediment control plan for the secondary phase of soil surcharging of the landfill within the proposed project area. DGS/BDC is in the process of preparing an RFP for the Phase 2 – Site Facilities portion of the project.

Solid Waste Transfer Station – Covanta shipped 54,149 tons of processible waste via rail from the Transfer Station to the RRF; 5,429 more tons than shipped in July 2007.

The inbound radiation detectors had 8 alarms – 3 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 5 alarms identified as low levels of medical isotopes with short half-lives in trash.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 88 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 19 citations, 23 NOV's, and 1 verbal warnings issued for expired or outdated collector's tags; 21 citations, 7 NOV's, and 1 verbal warnings were issued for cardboard mixed with waste for disposal; 1 citation issued for illegal dumping of solid waste; 3 citations and 8 NOV's issued for operating a collection vehicle without a tight-fitting cover; and 2 citations and 2 NOV's were issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – FMOS began closing out the permits for the work completed to breach the embankment of the two ponds scheduled for abandonment during FY08. Staff met with subject matter experts within DEP and explored procurement processes for proceeding with work on the remaining ponds on the Site 2 properties budgeted for FY09.

Yard Trim Compost Facility – The facility received 3,540 tons of material for composting; this compares with 2,212 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 3,212 cubic yards of bulk LeafGro™ were shipped this month, compared with 6,991 cubic yards for the same period last year. There were 47 cubic yards of Linden Farm Humus sold; this compares with 657 cubic yards for the same period last year.

Bagging Operation – 16,700 bags were shipped to distributors. This compares with 16,650 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In July, there were no cubic foot bags sold. This compares with 248 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 15,360 tons of ash residue and 4,970 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – No wood waste was shipped to Butler Tree Service. DSWS began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

Laurel, Maryland – Approximately 2,395 tons of asphalt was shipped to The Recycling Center in Laurel, Maryland, for recycling this month.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

Serena James
Department of Environmental Protection
Division of Solid Waste Services
101 Monroe Street, 6th Floor
Rockville, MD 20850
Tel: 240-777-6459
Fax: 240-777-6465
Email: serena.james@montgomerycountymd.gov

SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to receipt of 77,000 tons per fiscal year.</p> <p>In FY07, 69,032 tons of yard trim were received at the Dickerson Facility.</p> <p>(An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)</p>
# Residences receiving trash collection by County contractors	90,239
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,540
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

AQA	Air Quality Action
BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
CY	Calendar Year
DPS	Department of Permitting Services
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
FMOS	Facilities, Maintenance and Operations Section
FY	Fiscal Year
HHW	Household Hazardous Waste
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NPDES	National Pollution Discharge Elimination System
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
PPM	Parts per million
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil